

October 20, 2008 NC-TOPPS Conference Call Minutes

Roll Call (Includes those at beginning and end of call)

Beacon Center: Becky Brice, Terry Felber, Latoya Lewis

Center Point: John Coble

Crossroads: Teresa Caudle

Cumberland: Rose-Ann Bryda, April Chambers

East Carolina Behavioral Health: Kim Keehn

Eastpointe: Leatte Black

Five County: Pam Brantley, Brian Misenheimer

Johnston County: Janet Bentley

Pathways: Jay Taylor, Dawn Manus

PBH: Bill Rankin, Kelly Shepherd

Sandhills: Andy Smitley

Southeastern Center: Diocles Wells

Southeastern Regional: Tammy Powers, Paula Mauney

Wake County: Tammy Bonas

Western Highlands: Kris Booker

Division MHDDSAS: Spencer Clark, Shealy Thompson, Becky Ebron

NCSU Center for Urban and Community Affairs: Karen Eller, Jaclyn Johnson, Alexis Lockett

NDRI (National Development and Research Institutes, Inc.): Gail Craddock, Marge Cawley

Introduction to Call

Spencer Clark and Shealy Thompson shared that the monthly conference call was established to provide a regular opportunity for LMEs to discuss among each other, the division and contractors NC-TOPPS implementation issues.

Initial Interview Compliance Report Update

Based on input from LME personnel the Initial Interview Compliance Report has been modified. Division personnel are currently re-producing the reports. Once the reports are reviewed internally by Division staff they will be make available to LMEs through the CDW directory. LMEs will be notified of the CDW directory posting via email. LMEs should provide their feedback to Ward.Condelli@ncmail.net. Ward Condelli is the person to contact if there are any questions.

NC-TOPPS Questions or Concerns

- How do we handle completing Episode Completions for old open NC-TOPPS cases?
Generally speaking, the LME should contact Jaclyn or Kathryn at NCSU to determine how best to proceed. The LME should email them the provider name, consumer ID and the time frames. Jaclyn and Kathryn will review each incident. When appropriate, they will then do an Episode Completion Administrative Discharge for cases in the past years. In other situations, the LME or provider should complete an Episode Completion based on the last clinical information available in the consumer's record.
- How should we handle consumer movement within an LME from one provider to another?
Can we handle cases differently? The policy is that an LME can administratively move a consumer from one provider to another provider agency in NC-TOPPS. This process allows for assessing episode of care by consumer activity rather than by provider activity. Some provider agencies want the review to focus only on their involvement with the consumer. The management team will look at further. The team's response will be brought back at the next

October 20, 2008 NC-TOPPS Conference Call Minutes

conference call. Or, if a decision is made before the next call, all participants will be emailed with the decision.

NC-TOPPS Superuser Training Plans

Due to the current State budget constraints, the proposed Greenville and Asheville trainings are cancelled. The Division will see if the November 13 Raleigh training session can be approved. LMEs will be notified as soon as the Division finds out. The NC-TOPPS management team will pursue other mechanisms, such as conference calls or internet, to replace the face-to-face training.

NC-TOPPS Presentations

Two presentations are scheduled in the next four weeks. How to use NC-TOPPS reports for data analysis will be discussed at the FARO Fall Conference on October 27 in Asheville. NC-TOPPS uses, specifically for Person Centered Planning, will be presented on November 14 in Winston-Salem at the Community Service Array Conference.

Workgroups Formations

Two workgroups are being formed: Online Tool Improvement and Development of Useful Tools. LME and providers are welcome to participate on these workgroups. Interested parties should contact cawley@ndri-nc.org by October 30. The workgroups will meet two or three times by conference call. Marge Cawley will get back in touch with interested parties during the first half of November.

Announcement

Due to State budget concerns, the October 23, 2008 NC-TOPPS Advisory Meeting has been cancelled.

Concluding Remarks

Participants indicated that having a conference call meeting is worthwhile.

Other

Shealy Thompson announced that she will be meeting at the upcoming FARO conference with providers who had expressed interest in providing NC-TOPPS data through batch procedures. Due to resource limitations, the Division is not able to move in this direction. Moreover, there is a push toward an electronic record which will include NC-TOPPS.

November 17, 2008 Meeting

Meeting will start at 1:30 p.m. by using the same call in number. Cawley announced that we will have a discussion on November 17 on plans of corrections. This topic will be led by those LMEs who had prepared for the October Advisory roundtable discussion. Meeting agenda items should be addressed to cawley@ndri-nc.org.